

**TENANTS' CONSULTATIVE COMMITTEE
MINUTES OF THE MEETING HELD ON
MONDAY 8 JULY 2013 IN THE COUNCIL CHAMBER
KENSINGTON TOWN HALL AT 6.30 PM**

PRESENT

Representatives of the Council

Councillor Rock Feilding-Mellen (Chairman)
Councillor Judith Blakeman
Councillor Emma Dent Coad
Councillor Marie-Therese Rossi

Representatives of Tenants' Associations/ARBs

Caroline McDouall	SIR THOMAS MORE ESTATE
John Hebditch	SIR THOMAS MORE ESTATE
Rosemary Stevens	CHESTERTON SQUARE COMPACT
Barbara Manifold	CHESTERTON SQUARE COMPACT
John Wilson	CHURCH HOUSE
Laurence De Silva	CHURCH HOUSE
Monica Press	TAVISTOCK CRESCENT
Tony Annis	TAVISTOCK ROAD
Vassiliki Stavrou	BRAMLEY HOUSE
Norman Dunne	TALBOT HOUSE
Tim Fitch	SWINBROOK
Iain Smith	POND HOUSE
Sarah Frater	LONGLANDS COURT
Margaret Grayling	WORLD'S END (WERA)
John Paul Ajunowu	TRELICK TOWER
Maura Penesa	SOUTHERN ROW
Marwan Elnaghi	NOTTINGWOOD HOUSE
Betty O'Dwyer	CHELSEA HOUSE
Olive Skeffington	HORTENSIA HOUSE
Aisha Braithwaite	EDENHAM WAY
Nik Hoexter	ETRA
Derek White	SILCHESTER RA
Anne Dura	
Jules Montero	

Representatives of the Tenant Management Organisation

Yvonne Birch	Executive Director of People & Performance
Sacha Jevans	Executive Director of Operations
Anthony Parkes	Executive Director of Financial Services
Andy Marshall	Assistant Director of Repairs
Peter Maddison	Director of Assets and Regeneration

Council Officers

Ruth Angel	Housing Regeneration Project Manager
Amanda Johnson	Head of Housing Commissioning
Steve Mellor	Group Finance Manager
Veronika Strilkova	Housing Review Officer
William Parsons	Housing Commissioning Officer

1. Apologies for absence

Councillor Maighread Condon-Simmonds
Yinka Odusina, RBKC Neighbourhood Management Co-ordinator
Laura Johnson, Director of Housing

2. Introduction

Councillor Feilding-Mellen opened the meeting.

3. Minutes of the meeting held on 9 January 2013

Matters arising

John Hebditch raised the issue of leaseholders having to fund the installation of fire doors throughout blocks. Amanda Johnson noted that RBKC have to comply with the Fire Brigade who set the rules, and that the Council have also written to the CLG seeking further advice on this issue.

John Hebditch raised concerns about redecoration works and Sacha Jevans agreed to meet Mr Hebditch outside of the meeting to discuss this.

Tim Fitch raised concerns about the tone of responses he had received from the TMO to previous complaints.

4. Internal Service Provider Presentation by Andy Marshall

Andy Marshall gave a presentation on the implementation of TMO's Internal Service Provider, Repairs Direct that is due to become operational in September of this year. Repairs Direct will replace the current repairs contractor, Willmott Dixon.

Residents were then invited to ask questions.

Aisha Braithwaite questioned the governance process and the need to have two separate boards for employees of the ISP. Anthony Parkes

responded by outlining that the terms and conditions of the ISP would be different to that of the TMO, and therefore the presence of two boards was necessary.

Norman Dunne asked if key performance indicators would be introduced to ensure the ISP delivered a quality service, and, in the event the ISP failed to meet performance indicators, would their contract be terminated. Amanda Johnson responded that this is a contractual question, and that mechanisms would be in place to take necessary action if the ISP under performed.

John Hebditch requested an explanation of the ISP running a diagnostic system tool mentioned throughout the presentation. Andy Marshall explained that this is a software application that allows the ISP to best use resources and prioritise jobs where necessary. Mr Hebditch also requested clarification over the role of the surveyors and if they would be transferred across. Anthony Parkes advised that the role and function of surveyors will remain within the TMO.

Monica Press asked if the ISP would be responsible for the maintenance of communal repairs, this follows notices that have been served on some leaseholders where the actual jobs are responsive repairs, and not major works. Peter Maddison advised that responsive repairs should not be rectified using capital funding, which the TMO currently manage. Tom Fitch noted that he would prefer to use local cheaper tradesmen, than that of the TMO, which he is obliged to by the terms of his lease. **Action: Peter Maddison agreed to look into this.**

5. Investing in our stock – an update

Amanda Johnson, Ruth Angel and Peter Maddison talked through the recent Savills work. Savills were commissioned by the TMO to carry out two pieces of work, to provide an asset performance evaluation report and an options appraisal for investment in the Council's housing stock. This has allowed the Council with the TMO to consider how they may invest in the future of their stock.

Norman Dunne questioned why such a large investment of funding was required to bring TMO stock up to standard, when £45 million was received following the ALMO first being set up in 2002. Peter Maddison advised that maintenance and repair of the stock is constantly needed in order to bring the entire stock up to the decent homes standard. The Savills works has enabled the TMO to consider the most economically beneficial ways to invest capital funding.

John Hebditch asked why perfectly good kitchens had been ripped out and replaced under the decent homes programme. Peter Maddison responded

that certain works were necessary under the decent homes programme, and that he is in the process of establishing an Asset and Regeneration Team, that will work closely with residents and decide on where investment should be directed.

Tim Fitch raised the issue of RBKC taking on a voluntary tax to cover the debts' of other authorities. Cllr Feilding-Mellen confirmed that the Council had not taken on a voluntary tax but that under the self-financing regime the council's debt settlement increased by £25 million; a part of which includes the debts of other local authorities.

Monica Press asked how can social housing pay for itself. Cllr Feilding-Mellen advised that the work Savills had been commissioned to explore how we can best invest in our stock and maximise income.

Cllr Dent-Coad asked for an update on the Edenham project, the derelict spaces at Trellick, and questioned why the allocations policy and tenancy strategy has not been brought to the committee. Mrs Johnson added that the tenancy strategy had previously been to a TCC in 2012. This had been out for public consultation for some time. Cllr Dent-Coad advised that she felt RBKC should have better publicised this consultation process and would request a deadline extension in light of TMO residents not being aware. Amanda Johnson stated that the consultation on the allocations policy was currently being undertaken.

Ruth Angel advised that the next stage for Edenham is for RBKC Housing Regen, working together with Corporate Property and Planning to develop the plans for the site to the next stage.

Peter Maddison advised that regarding Trellick, the unused spaces need to be considered as part of a wider strategy on how to best improve the block and maximise return. An option for these spaces would be to rent them out commercially as they are not well suited for residential occupation.

Aisha Braithwaite asked the panel where facilities for local people would be provided on the Edenham site, as had been requested, with particular reference to replacement of facilities for older people. Ruth Angel advised that work is currently underway to look at the offer for older people, as much of the current stock is not fit for purpose or suitable for older people.

Aisha Braithwaite added that people in the north of the borough will struggle in light of welfare reform. Mrs Braithwaite also stated that the north of the borough has a diverse population and that high rents will mean some people have to move out. Cllr Feilding-Mellen stated the Council is committed to ensuring the continued presence of mixed and

diverse communities, and also that current rents are set below target rent levels.

Cllr Dent-Coad came back to the tenancy policy and added that the Council will be making direct offers outside of the borough, and this will have an impact on people applying to the council for housing. Cllr Dent-Coad added that issues as pressing as these must be discussed at this committee.

6. AOB

Tim Fitch asked if the TMO could remove its ban on double glazing.

Action: Peter Maddison has agreed to look into this.

John Hebditch asked how insurance claims are dealt with. Anthony Parkes responded advising that the processing of insurance claims is dealt with for tenants and leaseholders by the same department at the Council offices, but that where leaseholders seek to claim damages from the TMO then they should go direct to the insurance company. Norman Dunne added that he can obtain an insurance premium one third cheaper online than what he currently pays to the TMO. Cllr Feilding-Mellen added that the TMO has to follow OJEU procurement regulations in purchasing insurance policies for leaseholders.

Cllr Feilding-Mellon advised that he had received a complaint on the insurance and would respond to that outside of the meeting.

Mr Dunne stated that he was most dissatisfied with the process. Amanda Johnson stated that the Council had followed a due process in selecting the insurance provider and Mr Dunne may need to refer to LVT.

Date of next meeting: 15 January 2014